

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Art Unit Not Known  
Examiner Not Known

In Re: Joseph B. Agusta  
Case: P5087C1  
Serial No.: NA  
Filed: 06/24/2003  
Subject: Method and Apparatus for Skills-Based Task Routing

To the Commissioner of Patents and Trademarks  
Washington, D.C. 20231

**Preliminary Amendment**

Dear Sir,

**In the specification:**

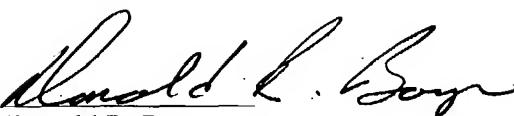
Please add the section entitled "Cross-Reference to Related Documents" beginning at line 4 as follows:

The present application is a continuation application of copending patent application serial number 09/455,088, filed December 6, 1999, entitled "Method and Apparatus for Skills-Based Task Routing", and which is incorporated herein in its entirety.

If there are any fees due beyond any fees paid with the present application and amendment, such fees are authorized to be deducted from deposit account 50-0534.

Respectfully Submitted,  
Joseph B. Agusta

by

  
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